

W-01751A-11-0331

ORIGINAL



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## ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM  
RECEIVEDInvestigator: Sheila StoellerPhone: 602-542-4143Fax:

2011 SEP 14 P 2:38

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion      No. 2011 - 99092Date: 9/14/2011Complaint Description:      08A Rate Case Items - Opposed  
N/A Not ApplicableFirst:Last:Complaint By:      **Patricia****Baker**Account Name:      Patricia BakerHome: (000) 000-0000Street:Work:City:      Bullhead CityCBR:State:      AZ      Zip: 86429is:Utility Company.      **Katherine Resort Water Company**Division:      WaterContact Name:      C Ed SchuetzContact Phone:Nature of Complaint:

Sept 4, 2011

Arizona Corporation Commission

DOCKETED

SEP 14 2011

Steven M. Olea, Director Arizona Corporation Commission  
1200 W. Washington St  
Phoenix, Arizona 85007

DOCKETED BY

Dear Sir,

I am writing to you in response to Katherine Resort Water Company's application for a rate increase. The area in question is a land-locked residential street outside Bullhead City consisting of approximately 40 lots and surrounded by Lake Meaci National Park.

I am incensed that the amount of the requested increase almost doubles the current base rate from \$3.00 to \$5.50. As a "part-timer" I did not use my house for the month of August and my bill was \$32.72. At my primary residence in Buena Park, California, I paid \$35.48 for TVVO months water usage while in residence. In my estimation, the rates we pay are already exorbitant for water no one drinks. Residents either "carry-in" drinking water or invest in a reverse osmosis water system. Renting or purchasing a soft water unit is a necessity rather than an option. One look at our pipes explains why. Last year I had to replace all my faucets due to the build-up from contents in the water. These are all required costs in addition to what we pay Katherine Resort Water Company.

It is unconscionable that the request in the application includes a six (6) percent interest on investments. This proposed increase gouges a small community, the majority of whom exist on fixed incomes from either social security or retirement plans. To try to be guaranteed a 6% interest profit is outrageous in this economy where no one is earning that amount.

I have no sympathy for the company's request to earn interest on the original cost of \$55,500. From its inception to 1992 the water system was neglected, unreliable and the water undrinkable. It took the state government's

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intervention to upgrade the system which still does not meet the community needs.

I would like to state that I do not begrudge Katherine Resort Water Company from trying to recoup losses if, in fact, the losses are incurred due to normal operating expenses and not from the replacement of antiquated pipes and parts that should have been attended to before now. Nowhere does it mention that once the loss of \$8000 is recouped, the rate will be readjusted. The annual rates designed to cover this lost would be collected year after year: A hidden profit measure in addition to the six percent!!!!

I hope you examine all aspects of this request closely. It appears that there is a requested increase at every possible point. I assume that if this request proceeds through the system, hearings will be conducted in a location convenient to those impacted.

Thank you for your attention to this matter.

Sincerely,

Patricia Baker

cc: Katherine Resort Water Company

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

9/14--opinion entered into database and will be docketed in 11-0331

\*\*\*\*CLOSED\*\*\*\*

\*End of Comments\*

Date Completed: 9/14/2011

Opinion No. 2011 - 99092

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